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PATENT

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Date: December 7, 2004

By:

Daxmara Sanchez

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of BURGIN et al.

Confirmation No.: 8505

Serial No. 09/944,676

Examiner: K. Christman

Filed: 08/31/2001

Art Unit: 3713

FOR: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

Mail Stop: Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313

REVISED PRELIMINARY AMENDMENT

Sir:

In response to the Notice of Non-Compliant Amendment having a mailing date of December 6, 2004, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 6 of this paper.